



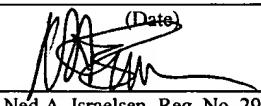
**REQUEST FOR WITHDRAWAL  
AS ATTORNEY OR AGENT  
AND  
CHANGE OF CORRESPONDENCE ADDRESS**

Applicant : James D. Shaffer  
 App. No : 09/678752  
 Filed : 10/3/2000  
 For : REAL-TIME PROCESS FOR  
 DEFINING, PROCESSING AND  
 DELIVERING A HIGHLY  
 CUSTOMIZED CONTACT LIST  
 OVER A NETWORK  
 Examiner : Romain Jeanty  
 Art Unit : 3623

**CERTIFICATE OF MAILING**

I hereby certify that this correspondence and all marked attachments are being deposited with the United States Postal Service as first-class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on

July 28, 2004

  
 Ned A. Israelsen, Reg. No. 29,655

Commissioner for Patents  
 P.O. Box 1450  
 Alexandria, VA 22313-1450

Dear Sir:

Please allow the undersigned and all attorneys/agents associated with **Customer Number 20,995** to withdraw as attorney or agent for the above-identified matter.

This request is being made in light of the transfer of work to another firm and the uncertainty of assignment issues. In order for new counsel to research the assignment issue and act in representative capacity, the files must be transferred; thus Customer Number 20,995 must be removed as attorney/agent of record. New counsel will file proper Powers of Attorney once the assignment issue has been resolved.

Please change the correspondence address and direct all future correspondence to:

**Customer Number 27,189**

Appl. No : 09/678752  
Filed : 10/3/2000

The status of the above referenced matter is:

PAIR Status Date	Status
6/27/2004	Response to Non-Final Office Action Entered and Forwarded to Examiner

As there are no outstanding dates within 30 days of the mailing date of this request, no fee should be required.

A copy of this request is being sent to new counsel, namely:

Richard E. Campbell, Reg. No. 34,790  
Procopio, Cory, Hargreaves & Savitch LLP  
530 B Street, 21st Floor  
San Diego, CA 92101  
**Customer Number 27,189**

**Authorization to Charge Deposit Account:** Please charge any additional fees, including any fees for additional extension of time, or credit overpayment to Deposit Account No. 11-1410.

Respectfully submitted,

KNOBBE, MARTENS, OLSON & BEAR, LLP

Dated: July 28, 2004

By: 

Ned A. Israelsen  
Registration No. 29,655  
Attorney of Record  
Customer No. 20,995  
(619) 235-8550

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